Deputy Pool Manager Job Description

Due to the nature of the role, flexibility is required to support the operational needs of the Lido. The Deputy Pool Manager and Pool Manager work together to ensure management cover across the Lido's operating hours throughout the year.

The post holder will occasionally be required to be on call to respond to emergencies and operational issues outside normal working hours.

Job Specification

Job Title: Deputy Pool Manager

Department: Shaftesbury Lido

Contract: Permanent

Working Hours: 20 hours per week

Role overview

The Deputy Pool Manager supports the safe, efficient and customer-focused operation of Shaftesbury Lido. The role is responsible for the day-to-day coordination of staff, customer service and operational activities, ensuring the facility runs smoothly and in accordance with established policies and procedures.

Working closely with the Pool Manager, the Deputy Pool Manager identifies and escalates operational issues, supports service improvements and deputises for the Pool Manager during periods of absence.

Relationship with the Pool Manager

The Pool Manager has overall responsibility for the strategic management, compliance, policies and operation of the Lido.

The Deputy Pool Manager is responsible for the day-to-day operational coordination of the facility, with particular responsibility for customer service, staffing, recruitment support and daily operational oversight.

The Deputy Pool Manager will act as manager during the Pool Manager's absence and will be required to participate in an on-call arrangement for emergencies. To maintain management cover, the Pool Manager and Deputy Pool Manager will not take annual leave at the same time.

Key Responsibilities

- Manage staff rotas and ensure adequate operational cover.
- Support recruitment, induction, training and retention of staff, and foster a positive working culture.

- Act as the first point of contact for Duty Supervisors and support staff in their day-to-day responsibilities.
- Oversee customer enquiries, feedback and complaints, both in person and email/phone, ensuring a high standard of customer service and a welcoming and inclusive environment for all users of the facility.
- Monitor the completion of operational, safety and housekeeping checks and ensure any issues are addressed or escalated.
- Manage operational stock and supplies, including cleaning materials, first aid supplies and retail stock.
- Undertake pool plant duties and assist with staff training to ensure the safe operation of the plant room.
- Support the implementation of the Pool Safety Operating Procedures (PSOP); the Normal Operating Procedures (NOP) and Emergency Action Plan (EAP).
- Assist in maintaining current Risk Assessments and COSHH date sheets.
- Ensure staff follow safe working practices and use equipment correctly.
- Report and investigate incidents, accidents and near misses in accordance with procedures.
- Identify and escalate operational issues, risks and opportunities for improvement to the Pool Manager.
- Deputise for the Pool Manager during periods of leave or absence.

Person Specification

Qualifications

- National Pool Lifeguard Qualification (NPLQ)
- Pool Plant Operator Qualification (NPPO) or willing to work towards this qualification

Skills and Experience

Essential:

- Proven operational experience and responsibility in the pool/ swimming industry.
- Understanding of the day-to-day operations of a wet sports facility.
- Operational experience in H&S – IOSH.
- Experience supervising or coordinating staff.
- Good IT, administrative and customer service skills to meet the requirements of the role.

Desirable:

- NPLQ Trainer Assessor
- National Pool Management qualification (NPMQ)
- Swimming teacher and aqua (water fitness) qualifications.